

POSITION SUMMARY

Under the general direction of the HomeStore Manager, this position is responsible for driving a box truck picking up and delivering donated items, and assisting in the HomeStore and receiving, while providing great customer service.

POSITION TITLE	HomeStore Driver/Receiving Associate	DATE APPROVED	10/30/2024
EMPLOYER	Fremont Area Habitat for Humanity		

ESSENTIAL FUNCTIONS

- Support the Fremont Area Habitat for Humanity mission of building homes, communities and hope.
- Safely drive a box truck for the purpose of picking up donations and delivering purchased items
- Maintain an insurable driving record
- Keep the trucks well maintained, clean, and reporting service needs or accidents in a timely manner.
- Contact donors/customers to verify address and pickup time
- Accept appropriate donations keeping in mind items not accepted
- Provide coverage and support for all areas of the HomeStore as needed, specifically in Receiving and the sales floor.
- Provide exceptional customer service, ensuring all donors and customers receive the attention and assistance needed, and that they have an excellent customer service experience.
- Effectively communicate the mission to members of the public
- Safely operate the liftgates and any other equipment used.
- Respond to requests for help from other team members promptly and courteously.
- Properly and safely load and unload items, move items on and off the sales floor as needed.
- Follow all safety practices to keep our store safe for team members, customers, volunteers and donors.
- Assist in displaying merchandise, processing incoming merchandise, replenishing shelves, and maintaining a neat and organized sales floor.
- At least once monthly, take aluminum cans to recycling center, as schedule allows.
- Adhere to all company policies, procedures, and practices on pricing and loss prevention.
- All other duties as assigned by HomeStore Manager.

NOTE: The essential functions are intended to describe the general content of and requirements of this position and are not intended to be an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the positions manager.

.SCOPE AND COMPLEXITY

Position primarily focuses on the successful operations of the Home Store financially and in interactions with the community, volunteers and staff.

KNOWLEDGE/SKILLS/ABILITIES

- Valid Driver's License and insurable driving record
- Minimum 2 years of driving experience
- Requires extensive lifting, standing and walking with periodic sitting, carrying, bending, reaching, and lifting above and below waist level will be required
- Comfortable operating mobile communication and navigation systems (smart phone, google map, donation programs, etc.)
- Exceptional customer service skills with a genuine passion for supporting customers and proving outstanding store experience.
- Able to communicate effectively with people at all levels and from a variety of backgrounds.
- Ability to meet physical demands of the role, including regularly walking throughout the HomeStore, and lifting up to 80 pounds

PREFERRED QUALIFICATIONS

Bilingual in Spanish

OTHER

Part-time, 6-7 hours per week on Saturdays 8:00am – 2:00pm.